



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Ishizaki et al.	Examiner: Shin
Serial No.: 09/964,129	Art Unit: 2143
Filed: September 25, 2001	
Title: Integrated Service Management System	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE

Sir:

In response to the Office Action dated January 14, 2005, the deadline for response ending on May 14, 2005 with the enclosed one-month extension of time, please amend the above-identified application as follows: